

## HSC Response to the HWCS Team's Requests City Solutions - Harvey West Community Safety

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On November 7, 2013, the Harvey West Community Safety Team (HWCS) met with the Santa Cruz Homeless Services staff. The team interviewed the HSC staff to learn the HSC's philosophy about their day services program which is called the Daytime Essential Services Center (DESC).

The HSC campus is in the midst of a reconfiguration that is scheduled to complete January 2014. The policies listed below reflect the DESC policies after the configuration has been completed.

To provide a framework for the discussion, the HWCS team listed policy changes that the team had asked the HSC staff to consider. There are 11 "HWCS Requests" in this document. The "HSC Policy" below each request is the HSC's response to the request.

So that the information is accurate, the HSC staff have reviewed and updated the policy section. Even though the HWCS team does not agree with some of the HSC policies, the HWCS team believes it is important to record the policies so they can be shared with others.

<b>DAYTIME ESSENTIAL SERVICES CENTER POLICIES</b>	
<b>During client intake at the Daytime Essential Services Center (DESC) do you do the following? If not, why not:</b>	
<b>HWCS Request 1A</b>	<b>Require a client present a government issued photo id</b>
HSC Policy-Yes	Each participant will be issued an HMIS Id card that will allow them to "swipe in" for their stay on the campus. Participants will have to show a government issued photo id to get an HSC card. If they do not have a government photo Id, the HSC will help them acquire one.
<b>HWCS Request 1B</b>	<b>Perform a formal sexual offender check</b>
HSC Policy-Yes	The client intake includes a search of the Megan's Law database. Individuals that are on the Megan's Law website will not be issued an HSC Id card and will be referred to services that are off the campus.
<b>HWCS Request 1C</b>	<b>Perform a formal background check that includes outstanding warrants and citations</b>
HSC Policy-No	The DESC and HSC will not do a client background check as the HSC staff believe that: <ol style="list-style-type: none"> <li>(1) Background checks can be expensive and not comprehensive</li> <li>(2) Denying services to the homeless population based on the results of a background check is not a best practice</li> <li>(3) The DESC has been set up as location based outreach which intentionally has a low threshold to engage clients who are often difficult to reach.</li> <li>(4) It is safer for the community to have people engaged with HSC and other social service organizations than to deny services and send them away. DESC provides a pro-social linkage to medical and mental healthcare, dental care, substance abuse treatment, legal support, and job training opportunities</li> <li>(5) The DESC is a way of to connect with the chronically homeless that often use a</li> </ol>

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	large amount of community resources, including those who are frequently involved in the criminal justice system.
<b>HWCS Request 1D</b>	<b>Have the client sign a Rules of Behavior sheet that lists consequences and suspension policy for each rule.</b>
HSC Policy-Yes	The HSC rules are provided in writing at DESC intake. The client confirms receipt of the rules by signing the document.
<b>HWCS Request 2</b>	<b>Deny all services to a person who has an outstanding warrant or who is a sexual offender</b>
HSC Policy-No	Please see 1C. There is no background check, thus there is no grounds for denial. Please see 1B. HSC denies all services to a person who is listed on Megan's Law as a sexual offender
<b>HWCS Request 3</b>	<b>Have a webcam in several locations inside and outside the campus?</b>
HSC Policy-Yes	The HSC has cameras and they are currently being used.
<b>HWCS Request 4</b>	<b>Permit a SCPD drug sniffing dog to perform a facility check at random times</b>
HSC Policy-Yes	HSC works closely with assigned SCPD Liaison Lieutenant Dan Flippo. Dan attends the HSC security meetings and is involved in all security related policy decisions. Dan will decide how often he wants to be on the campus and Dan will request SCPD resources such as a drug sniffing dog as needed.
<b>HWCS Request 5</b>	<b>Fund a SCPD Community Safety Officer and place them in the area prior to, during, and after meal services</b>
HSC Policy-No	In FY 2014, the HSC has a new full time position called the Campus Safety manager. At Night, the Campus Safety coordinator patrols the "Impact Zone," the neighborhood surrounding the HSC. This position is employed by HSC, not SCPD. Additionally, the campus safety staff works from 6:30 AM to 10 PM 7 days a week with an overlapping Safety Manager from 11-7 PM Monday through Friday.
<b>HWCS Request 6</b>	<b>Have the client do a specific chore for each service received at the DESC</b>
HSC Policy-No	Clients using the DESC often volunteer to do chores but there is no formal requirement to have the participant do a chore for service, unless they are also staying at one of HSC's shelter programs. The DESC has established this policy as many HSC clients have jobs or school obligations and often have other tasks related to mitigating the effects of homelessness. It is HSC's policy to reduce the hoops one must jump through to regain housing, rather than increase them.
<b>HWCS Request 7</b>	<b>Fund First Alarm in the Harvey West Area from 7 PM until the morning shift</b>
HSC Policy-Yes and no	The HSC does use First Alarm services but the overnight services are paid for through the SCPD and the Harvey West Association. First Alarm Security officers are on campus every day. They support the Campus Safety Coordinators at meal times and respond to requests for help when called. HSC employs 3 security staff who are monitoring the HSC campus every night. There are no plans for the HSC to fund the Harvey West area from 7 pm until the morning shift.
<b>HWCS Request 10</b>	<b>For purposes of transparency issue an annual report lists DESC</b>

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	<b>measurements (jobs gained, how many on case management, etc)</b>
HSC Policy-Yes	The HMIS system, which is linked to the ID cards, can generate these reports. In order to be compliant with confidentiality policies, only authorized agencies have access to the client data within the HMIS system. HSC and other authorized providers are able to use the aggregated data to share the impact of their programs with the public, including jobs gained, case management involvement, and housing placements.